

**Bureau for Private Postsecondary and Vocational Education**

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**Advisory Committee Meeting****Friday, January 21, 2005****MEETING MINUTES****■ Advisory Committee Members in Attendance:**

George “Jay” Achenbach  
Institutional Representative

Elena Ackel  
Student Advocate

Robert Dickerson  
Institutional Representative

Mitchell Fuerst  
Institutional Representative

Pastor Herrera, Jr.  
Student Advocate

Dr. Lolly Horn  
Institutional Representative

**■ Staff in Attendance:**

Barbara Ward, Bureau Chief  
Patrick Dorais, Deputy Bureau Chief  
Kristy Schieldge, Legal Counsel  
Anita Keaton, Secretary  
Jenny Turner, Program Technician

Due to the unavailability of a quorum, the Committee met as a sub-committee and only held discussions on the items listed on the Agenda. No action was taken.

■ **Welcoming Remarks and Introductions:**

Ms. Ward welcomed the Advisory Committee members and public attendees. Introductions of the Advisory Committee, Bureau and Department of Consumer Affairs (DCA) staff, and public attendees followed.

It was noted that comments from Advisory Committee members and the public on the Bureau's "Draft" regulations regarding Complaint Handling and Disclosure Procedures are due by January 28, 2005.

■ **BPPVE Mission, Roles and Responsibilities:**

The Committee meeting began with a discussion on the Bureau's mission, which included the following recommendations from members:

- Mr. Herrera suggested that the Bureau involve all staff in an off-site planning session.
- Dr. Horn suggested that the Bureau consider automating as many processes as possible.
- Focus on prioritizing action plans in view of budget constraints.

■ **2005 Strategic Plan, Goals and Objectives:**

The discussion then merged into the Bureau's plans for updating its Strategic Plan for 2005, which included these two recommendations from Advisory Committee members:

- Mr. Herrera suggested that the Bureau shorten the length of its Mission Statement.
- Mr. Herrera suggested that the Bureau utilize the County of Los Angeles' Web site as a reference for developing the Bureau's Mission Statement.

Ms. Ward indicated that a draft of the Strategic Plan will be available for the April 2005 meeting.

■ **Lunch Break:**

12:00 p.m. – 1:00 p.m.

■ **Action Plans:**

Following the lunch break, the Advisory Committee discussed ideas for improving the Bureau's operations, which included the following recommendations:

- Robert Johnson with the California Association of Private Postsecondary Schools (CAPPS) suggested that the Bureau reject incomplete applications up front and have a timeframe, such as 90 days, for rejecting them.

- Robert Johnson of CAPPS suggested that the Bureau consider a calendar software program to track applications, from point of receipt, since some applications are taking a long time to process.
- Mr. Achenbach suggested exploring the regulation of distance learning and correspondence schools. This comment led to a question regarding the Bureau's jurisdiction over such matters, as these type of schools are based out-of-state but recruit students in California.
- Ensure that there is consistency of staff decisions, timely processing of applications, and options for Enforcement strategies.
- Provide additional training for the Bureau's Enforcement and Compliance Unit staff.
- Build strong relationships with accrediting agencies and increase outreach activities with high schools.

■ **Review and Discussion of "Draft" Complaint Handling and Disclosure Procedure Regulations:**

The Advisory Committee then discussed the Bureau's draft regulations, which were distributed to Committee members before the meeting and posted on the Bureau's Web site. Members of the public also commented. The following suggestions were made:

- Scott Governar with Governmental Advocates, Inc., suggested that the Bureau review the definition of "allegation."
- Dr. Horn suggested that the Bureau reconsider giving students a choice to remain anonymous.
- Robert Johnson of CAPPS asked the Bureau to consider rephrasing the "reconsideration" process to reflect that it will be conducted as an independent review external to the Bureau or at least not allow the first-level reviewer to be the same person reviewing the appeal.
- Ms. Ackel and Mr. Herrera requested that an administrative hearing process be established for students, as well as for institutions.
- Dr. Horn suggested that the Bureau minimize the focus on refunds.
- Develop enforcement strategies for effectively handling closed schools.

Ms. Ward stated that the Bureau will take into consideration these and other comments it receives as it finalizes a draft of the regulations for submittal to the Office of Administrative Law.

■ **Announcements:**

The following announcements were made by Ms. Ward and Mr. Dorais:

- Applications for those individuals interested in being appointed to the Advisory Committee are to be submitted to the Bureau by March 31, 2005.
- The next Advisory Committee meeting will be scheduled for a Friday at the end of April 2005. A full year's schedule of the quarterly meetings planned for the Advisory Committee will be posted on the Bureau's Web site.

■ **Public Comment:**

- Robert Johnson of CAPPs suggested an update on the Bureau's mandated fee study as a possible future agenda item.
- Chris Becker, a member of the public, suggested that the Bureau review its relationship with accreditation agencies.

■ **Adjournment:**

Ms. Ward thanked the Advisory Committee members and public attendees for their participation and for providing their ideas and suggestions. The meeting adjourned at 3:10 p.m.